Product Support Notice

PSN #	PSN003205u				
Original publication date: 08-Mar-11. This is Issue #2, published date: 17-Apr-12.		Severity/risk level	Medium	Urgency	Immediately
Name of problem	Application Enablement Services (AES) 5.2.x Super Patch 5 Release Notes				

Products affected

Application Enablement Services (AES): Releases 5.2.2 (all offer types) and 5.2.1 (only AE Services within MBT 5.2.1)

Problem description

What is fixed in this Patch?

This patch contains the following update to Cert Management:

Issue AES841258:

Replaced the WebLM pkcs12 file which will expire on March 1, 2011. Added the new Avaya SIP CA certificate which was used to sign the new WebLM server certificate.

Note: Please refer to PSN3211 for more general information on the WebLM Root Certificate Expiration Issue.

The following issues have been resolved for the DMCC Service:

Issue AES408622:

If a DMCC endpoint is registered in DEPENDENT or INDEPENDENT mode, to an extension, to which an IP Agent is logged in, AES will not send on-hook message when Communication Manager sends disconnect message to AES at the end of a call. For this to work the extension must have AUTO_IN and/or MANUAL_IN buttons administered.

If these buttons are not administered, it is possible that CM would drop a call, which was previously queued in a hunt group, right after the call is delivered to the Agent. This drop happens because AES sends on-hook message to CM in response to “disconnect” for the previous call.

This allows customers to write DMCC based applications that records calls received by IP Agent application in Auto Answer mode

Issue AES732013:

If you have an application that constantly registers and un-registers devices with Communication Manager via AE Services Device, Media & Call Control API, it is possible that (eventually) the AE Services server will fail and start throwing Java Exceptions similar to the following:

java.net.SocketException: Too many open files

Note that this problem is not likely to become evident until over 30,000 such registrations have occurred.

Issue AES858401:

Previously, a client application specified both a telecommuter extension and an RTP IP address in the same RegisterDevice request. However, these two parameters are considered contradictory in nature, and are flagged as an error in later releases of AE Services. However, AE Services releases prior to R4.2.3 did not flag this combination as an error. Thus the application that used to work with AE Services prior to R4.2.3, no longer worked correctly with later releases. This patch ensures that such applications can still work with later releases of AE Services.

Issue AES856322:

Previously, a client application registered an endpoint using the RegisterTerminal request. Then, immediately after the endpoint was registered, the application sent two "on-Hook" requests, within a few milliseconds of each other. This caused the AE Services server to unregister the endpoint. This patch ensures that the endpoint stays registered in such a situation.

Issue AES856673:

Previously, when bridged call appearance booking was enabled, the exception rules with stations were ignored.

The following issues have been resolved for the OAM Service:

Issue AES860344:

This change provides the System Platform (SP) administrator the ability to use their SP username and password to login to the AE Services Manage Console and administer the AE Server.

Resolution

Install AE Services 5.2.2 Super Patch 5 on AES 5.2.2.

Install AE Services 5.2.1 Super Patch 5 on AES 5.2.1 within an MBT 5.2.1

Workaround or alternative remediation

n/a

Remarks

Please make sure that Super Patch 2 and Super Patch 3 are removed before the AE Services 5.2.1 Super Patch 5 on MBT is installed.

For all standalone AE Services 5.2.1 servers, please upgrade to AE Services 5.2.2 and apply AE Services 5.2.2 Super Patch 5.

1. **What AE Services RPMs are updated by AE Services 5.2.x Super Patch 5?**
   - For AE Services 5.2.2 Super Patch 5:
     aesvcs-certMgmt-config-5.2.2.69-5.noarch.rpm
     aesvcs-platform-5.2.2.69-5.noarch.rpm
     aesvcs-tomcat-config-5.2.2.69-5.noarch.rpm
     aesvcs-watchdog-config-5.2.2.69-5.noarch.rpm
   - For AE Services 5.2.1 Super Patch 5 on MBT:
     aesvcs-callcontrol-5.2-490.noarch.rpm
     aesvcs-certMgmt-config-5.2.1.27-5.noarch.rpm
     aesvcs-platform-5.2.1.27-5.noarch.rpm
     aesvcs-tomcat-config-5.2.1.27-5.noarch.rpm
     aesvcs-watchdog-config-5.2.1.27-5.noarch.rpm
2. **Are there new features or enhancements included in AE Services 5.2.x Super Patch 5?**

   n/a
3. **What must application suppliers do to be compatible with AE Services 5.2.x Super Patch 5? (recompile, re-link, etc.)**

   The Super Patches are fully compatible with AE Services 5.2.x Clients and SDKs.
4. **Is applying AE Services 5.2.x Super Patch 5 service affecting?**

   The Application Enablement Server will be out of service for 20 to 30 minutes while the patch is being applied.
5. **With which Application Enablement Services release(s) is AE Services 5.2.x Super Patch 5 compatible?**
   - AE Services 5.2.2 Super Patch 5 is compatible with AE Services 5.2.2, AE Services 5.2.2 Super Patch 2, AE Services 5.2.2 Super Patch 3
   - AE Services 5.2.1 Super Patch 5 for MBT is compatible with AE Services 5.2.1.
6. **Are the AE Services 5.2.x Super Patches cumulative?**
   - AE Services 5.2.2 Super Patch 5 is not cumulative. It does not contain all the fixes delivered with the respective AE Services 5.2.2 Super Patch 3. In order to have all fixes, you will need to first install AE Services 5.2.2 Super Patch 3 and then the current AE Services 5.2.2 Super Patch 5.
   - AE Services 5.2.1 Super Patch 5 on MBT is cumulative. The installation of this patch requires the removal of any previous AE Services 5.2.1 patches (i.e. AE Services 5.2.1 SuperPatch 2 and SuperPatch 3).
7. **Are the AE Services 5.2.x Super Patches compatible with Application Enablement Services 3.x, 4.x, and 5.2 servers?**

   No. The AE Services 5.2.x Super Patches are only supported with AE Services 5.2.2 or 5.2.1, respectively.
8. **Are the AE Services 5.2.x Super Patches available for all Offer Types?**

   Yes. Please use the appropriate procedure for the upgrade, i.e. via the Patch Management menu in the webconsole of the System Platform for Virtual Appliance offer, and directly on the AE server for Turnkey or Software Only systems.

   Since MBT is something like a fourth offer type for 5.2.x, the AE Services 5.2.1 Super Patch 5 is the MBT equivalent of AE Services 5.2.2 Super Patch 5.
9. **What are the CM requirements for the Application Enablement Services 5.2.x Super Patches?**

AE Services 5.2.x supports CM 4.x or later.

Note: certain functionality on AES 5.2.x requires CM versions later than CM 5.x

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Please take a backup of AE Services database before applying the AE Services 5.2.x Super Patch.

Follow these steps to back up the AE Services database:

1. Log into the AE Services Management Console using a browser.
2. From the main menu, select **Maintenance | Server Data | Backup**.
   AE Services backs up the database, and displays the Database Backup page, that displays the following message:
   The backup file can be downloaded from **here**.
3. Click the "**here**" link.
   A file download dialog box is displayed, that allows you to either open or save the backup file (named as: mvapdb*ddmmyyyy*.tar.gz, where ddmmyyyy is a date stamp).
4. Click **Save**, and download the backup file to a safe location that the upgrade will not affect.
   For example, save the file to your local computer or another computer used for storing backups.

Download

To download the patch, go to

a. Avaya Support (http://support.avaya.com/download), and navigate to the Avaya Aura Application Enablement Services product page. Select the Download link in the left-hand menu, change the dropdown box to 5.2.x, and then locate the correct entry, i.e. one of:

- **Avaya Aura Application Enablement Services 5.2.2 Super Patch 5**
- **Avaya Aura Application Enablement Services 5.2.1 Super Patch 5a**

Note that new entries are inserted at the top of the list

b. PLDS (https://plds.avaya.com), and list the downloads for Application Enablement Services (version 5.2 can be entered within the Advanced Search), then locate the correct entry, i.e. one of:

- **AE Services 5.2.2 Super Patch 5 – Download ID AES00000255**
- **AE Services 5.2.1 Super Patch 5 – Download ID AES00000256**

Note that new entries are inserted at the end of the list. Alternatively, you can search for the Download IDs, which are listed above.

Note:

All AE Services Software Downloads are now in PLDS, while the Release Notes documents are provided on the Support Site. There will be cross references between the corresponding download entries for patches.

File name	522_SuperPatch_5.zip	521_SuperPatch_5a.zip
File size	82.93 MB (86,961,352 Bytes)	103.48 MB (108510844 Bytes)
MD5 Sum	118ed637c707391571b20c175bf7249c	14c22ed8c74994e492efe84352afecf0

Before you start with the installation of the Patch, check the md5 checksum of the file.

Run the following from the command line:

`md5sum 522_SuperPatch_5.zip` (for AE Services 5.2.2)

`md5sum 521_SuperPatch_5a.zip` (for AE Services 5.2.1 on MBT)

Note: If the MD5 checksum does not match what is stated above, do not proceed with the installation of the patch. Download the patch and check the MD5 checksum again.

Patch install instructions

Service-interrupting?

Yes

How to check the detailed AES version from your underlying System Platform Webconsole (and hence see whether the patch has been applied already):

1. Log into the System Platform webconsole using a browser.
2. Go to **Virtual Machine Management | Manage** (that is the page which should come up after connecting to the webconsole)

3. Verify that your AES VM has AES 5.2.2 running (the GA version shows 5-2-2-105)
   Note: within MBT, it should be AES 5.2.1 (the GA version shows 5-2-1-103).
4. Click on the version information to get the detailed version information in a popup window.
5. If the patch is not yet listed, continue as described below:

How to install the Super Patch on the AES:

Prerequisites:

- **For AE Services 5.2.2 SuperPatch 5, the system must already have AE Services 5.2.2 SuperPatch 3 installed.**
- **For AE Services 5.2.1 SuperPatch 5, remove all previously installed patches.**

A. **Patch Installation Instructions for Virtual Appliance Offer (AE Services on System Platform)**

1. On the System Platform Webconsole, click on **Server Management | Patch Management | Download/Upload**
2. Choose the source of the patch (PLDS, HTTP, SP server, devices on SP server, or local to your PC).
3. After it has been uploaded to the SP server, click on **Manage** (from the **Patch Management** menu). Now you'll see the available patch waiting for installation below the caption **AES**.
4. Once you're ready, click on the **PatchID** link, finally on the **Install** button.
5. Follow the on-screen instructions.

Note: The Virtual Appliance instructions should also be used to update AE Service 5.2.1 on MBT.

B. Patch Installation Instructions for Bundled Server or Software Only systems:

1. Login as **sroot** or **root**
2. Copy **`522_SuperPatch_5.zip`** to **`/tmp`** directory on the Application Enablement Server.
3. Run the following from the command line:

   ```
   cd /tmp
   update -u --force 522_SuperPatch_5.zip
   ```

4. Follow the on-screen instructions.

Note: There is no 5.2.1 instruction for the Bundled or Software Only offer types. Upgrade to 5.2.2 and use the 5.2.2 Super Patch instead.

After applying the Super Patch, reboot the AE Server.

On Bundled Server or Software Only systems, this can be done from the command line by running the command

```
shutdown –r now
```

On a System Platform, this can be done as follows:

1. On the System Platform Webconsole, click on **Virtual Machine Management | Manage**.
2. On the Manage Virtual Machines page, click on **Application Enablement Services**
3. On the Application Enablement Services page, click on **Reboot**

Post Patch Installation verification:

1. Start a console session on the AE Server (locally, via service port, or remotely, using e.g. putty)
2. Login as **sroot**. or **root**
3. Run the following command to verify the installation of the Super Patch, #5 in this example:
   `swversion`
   For AE Services 5.2.2 Super Patch 5, the swversion command should return something similar to the following:

   ```
   ************* Patch Numbers Installed in this system are *************
   ====
   3
   5
   ====
   ```

   In case you used **`swversion -a,`** the rpms will be listed as well below the patch number – this is the 5.2.2 with SuperPatch 5 output:

   ```
   ************* Patch Numbers Installed in this system are *************
   ====
   5
   aesvcs-certMgmt-config-5.2.2.69-5.noarch.rpm
   aesvcs-platform-5.2.2.69-5.noarch.rpm
   ```

```
aesvcs-tomcat-config-5.2.2.69-5.noarch.rpm
aesvcs-watchdog-config-5.2.2.69-5.noarch.rpm

====
```

Note: Instead of the steps 1 - 3 as listed above, you can use the same procedure as described at the beginning of this section for AE Services on System Platform (which does not require a console login).

4. Log into the AE Services Management Console using a browser.
5. From the main menu, click **Status**.
6. On the Status page, verify that all previously licensed services are running.
7. Validate the server configuration data, as follows:
    - From the main menu, click **Networking**.
    - Under **AE Service IP (Local IP)**, verify that the settings are correct.
    - Under **Network Configure**, verify that the settings are correct.
    - Under **Ports**, verify that the settings are correct.
8. Check all of the remaining Management Console pages listed under **AE Services** and **Communication Manager Interface**. Verify that the information is complete and correct.

This completes the installation of the Super Patch.

Follow the procedure only if the AE Server configuration data has changed.

Follow this procedure to restore the database:

1. From the main menu, select **Maintenance | Server Data | Restore**.

   The Management Console displays the Restore Database Configuration page. The initial state of the Restore Database page provides you with two basic functions:

    - Text box with the **Browse** button, which provides the means to select a backup file to use for the Restore process. Alternatively, you can type a fully qualified name of the backup file in the text box.
    - **Restore** button, that starts the Restore process

2. Click **Browse** and locate the AE Services database backup file that you intend to use

   (For example: mvapdb10012006.tar.gz).

3. Click **Restore**.

   The Management Console redisplays the Restore Database Configuration page, with the following message. "A database restore is pending. You must restart the Database Service and the AE Server for the restore to take effect. To restart these services now, click the Restart Services button below."

4. Click **Restart Services**.

   AE Services restarts the Database Service and the AE Services, thereby completing the Restore process.

Verification

See the **Post Patch Installation verification** section above.

Failure

n/a

Patch uninstall instructions

Follow the **Patch Uninstall Instructions**:

A. Patch Uninstall Instructions for AE Services on System Platform:

1. On the System Platform Webconsole, click on **Server Management | Patch Management | Manage**. Now you'll see the installed patch as active.
2. Click on the **PatchID** link, finally on the R**emove** button.
3. To also remove the patch file itself, click on the **Remove Patch File** button (optional).

B. Patch Uninstall Instructions for Bundled Server or Software Only systems:

1. Login as **sroot**. or **root**
2. Run the following from the command line:

   `update -e 5`

3. Follow the on-screen instructions.

After removing Super Patch 5, reboot the AE Server.

On Bundled Server or Software Only systems, this can be done from the command line by running the command

```
shutdown –r now
```

On a System Platform, this can be done as follows:

1. On the System Platform Webconsole, click on **Virtual Machine Management | Manage**.
2. On the Manage Virtual Machines page, click on **Application Enablement Services**
3. On the Application Enablement Services page, click on **Reboot**

Do I have to perform any additional steps if I am uninstalling the Super Patch?

No.

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686